

PATENT

Application No.: 09/609,931
Attorney Docket No.: 99-099AMENDMENTS to the CLAIMS

A detailed listing of all claims that are, or were, in the present application is provided below. The status of each claim is identified. Markings indicate any changes that have been made to claims being currently amended by this Amendment.

1. (CURRENTLY AMENDED) A method, comprising:
receiving customer information at a processing device;
identifying a query based at least in part on the customer information;
outputting an indication of the query;
prompting an attendant to present the query; and
receiving a verbal response to the query.
- ✓ 2. (ORIGINAL) The method of claim 1, further comprising:
analyzing the verbal response.
- ✓ 3. (ORIGINAL) The method of claim 1, further comprising:
identifying at least a second query;
outputting an indication of the at least second query; and
receiving a second verbal response.
- ✓ 4. (ORIGINAL) The method of claim 3, further comprising:
analyzing the second verbal response.
- ✓ 5. (ORIGINAL) The method of claim 1, wherein the customer information includes
transaction information.
- ✓ 6. (ORIGINAL) The method of claim 5, wherein the transaction information includes
information indicating that a purchase transaction is complete.
- ✓ 7. (ORIGINAL) The method of claim 5, wherein the transaction information includes
information identifying the start of a purchase transaction.
- ✓ 8. (ORIGINAL) The method of claim 5, wherein the transaction information includes
information from a current transaction.
- ✓ 9. (ORIGINAL) The method of claim 5, wherein identifying a query is based at least in part
on transaction information from a previous transaction.

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✓ 10. (ORIGINAL) The method of claim 5, wherein identifying a query is based at least in part on customer information unrelated to the transaction.

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✓ 11. (ORIGINAL) The method of claim 1, wherein identifying a query is based at least in part on customer information identifying a particular customer.

✓ 12. (ORIGINAL) The method of claim 11, wherein the customer information identifying a particular customer is identified by an attendant.

✓ 13. (CURRENTLY AMENDED) The method of claim 1, wherein identifying a query is based at least in part on ~~a skill~~ an authority level of an attendant.

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✓ 14. (ORIGINAL) The method of claim 5, wherein the transaction information includes at least one of: (i) a type of transaction; (ii) an identity of the customer; (iii) a time; (iv) a price; (v) a purchased item; (vi) an environmental condition; (vii) employee information; and (viii) collected survey data.

✓ 15. (ORIGINAL) The method of claim 2, wherein analyzing comprises: generating output data based on the verbal response to the query; and categorizing the output data.

✓ 16. (ORIGINAL) The method of claim 15, further comprising: identifying a second query based on categorizing the output data; prompting an attendant to present the second query; and receiving a verbal response to the second query.

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✓ 17. (ORIGINAL) The method of claim 16, further comprising: analyzing the verbal response to the second query.

✓ 18. (ORIGINAL) The method of claim 16, wherein analyzing the response to the second query comprises: generating second output data based on the verbal response to the second query; and categorizing the second output data.

✓ 19. (CURRENTLY AMENDED) The method of claim 1, ~~wherein outputting an indication of the query includes further comprising:~~ identifying an attendant, ~~and~~

Different!
originally part of outputting an indication, not in addition to it.

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~~prompting the attendant to present the query.~~

20. (CURRENTLY AMENDED) The method of claim 19 ~~1~~, wherein ~~prompting an attendant~~
~~further comprises~~ further comprising:

analyzing if the attendant properly presented the query.

21. (ORIGINAL) The method of claim 1, wherein receiving customer information is
performed using a portable computing device.

22. (ORIGINAL) The method of claim 1, wherein receiving customer information is
performed using a point-of-sale processing device.

23. (ORIGINAL) The method of claim 1, wherein receiving a response to the query
comprises selectively recording the verbal response.

24. (ORIGINAL) The method of claim 1, further comprising:
determining an offer, the offer determined based at least in part on the verbal response;
and
presenting the offer.

25. (ORIGINAL) The method of claim 1, further comprising:
determining a plurality of potential offers, the plurality of potential offers determined
based at least in part on the verbal response; and
prompting an attendant to select a selected offer from among the plurality of potential
offers.

26. (ORIGINAL) The method of claim 25, further comprising:
presenting the selected offer to a customer.

27. (ORIGINAL) The method of claim 15, further comprising:
identifying a remediation response based on the verbal response to the query; and
instructing an attendant to present the remediation response.

28. (ORIGINAL) The method of claim 20, further comprising:
compensating the attendant for properly presenting the query.

29. (ORIGINAL) The method of claim 27, further comprising:

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analyzing if the attendant properly presented the remediation response; and
compensating the attendant for properly presenting the remediation response.

30. (CURRENTLY AMENDED) A method, comprising:

receiving first information at a processing device;

identifying at least a first query based at least in part on the first information;

prompting an attendant to present the at least first query;

receiving a customer response to the at least first query; and

categorizing the customer response.

31 - 32. (CANCELED)

33. (ORIGINAL) A medium storing instructions adapted to be executed by a processor to perform a method for conducting a survey, the method comprising:

receiving customer information;

identifying a survey question based at least in part on the customer information;

outputting an indication of the survey question;

prompting an attendant to verbally present the survey question to the customer; and

receiving a response to the survey question.

34. (CANCELED)

35. (CURRENTLY AMENDED) A method, comprising:

receiving, at a processing device, first information from a customer, the first information including at least information identifying a first product;

selecting a query based at least in part on the information identifying the first product;

prompting an attendant to present the query to the customer;

receiving a verbal response from the customer;

analyzing the verbal response to determine if a remediation response is required; and

instructing the attendant to perform the remediation response.